

City Auditor's Quarterly Fraud Hotline Report

JULY 2024

Fiscal Year 2024

Quarter 4

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CITY OF SAN DIEGO



OFFICE of the CITY AUDITOR

About the Fraud Hotline:

The Office of the City Auditor administers the City's Fraud Hotline program. The primary objective of the Fraud Hotline is to provide a means for a City employee or resident to confidentially report any activity or conduct—related to or involving City personnel, resources, or operations—for which he or she suspects instances of fraud, waste, or abuse.

The City's Fraud, Waste, and Abuse Hotline is operated pursuant to California Government Code §53087.6. The Statute defines fraud, waste, or abuse as "any activity by a local agency or employee that is undertaken in the performance of the employee's official duties, including activities deemed to be outside the scope of his or her employment, that is in violation of any local, state, or federal law or regulation relating to corruption, malfeasance, bribery, theft of government property, fraudulent claims, fraud, coercion, conversion, malicious prosecution, misuse of government property, or willful omission to perform duty, is economically wasteful, or involves gross misconduct."

The statute also requires that investigations conducted pursuant to its authority be confidential except to issue any report of an investigation that has been substantiated, or to release any findings resulting from a completed investigation that are deemed necessary to serve the interests of the public. In any event, the identity of the individual or individuals reporting the improper government activity, and the subject employee or employees, shall be kept confidential.

An independent third-party provider accepts Hotline allegations from City employees and the public at **(866) 809-3500** or online at www.sandiego.gov/fraudhotline. Fraud Hotline reporters can choose to remain anonymous, and all information provided via the Hotline will remain confidential.

City policy strongly encourages employees to report fraud, waste, or abuse, and prohibits employees from interfering with Fraud Hotline reporters through intimidation, threats, coercion, commands, or improper influence (Administrative Regulation 95.60).

The City's independent Ethics Commission may investigate allegations of interference with Fraud Hotline reporters, or retaliation by City officials (San Diego Municipal Code section [27.3573](#)). Retaliation complaints to the Ethics Commission may be filed online at www.sandiego.gov/ethics/complaint.



DATE: July 12, 2024

TO: Honorable Members of the Audit Committee
City of San Diego, California

FROM: Andy Hanau, City Auditor

SUBJECT: City Auditor's Quarterly Fraud Hotline Report – Fiscal Year 2024 Quarter 4

Reports Received in the Fourth Quarter of Fiscal Year 2024

During the fourth quarter of Fiscal Year 2024 (April – June 2024), we received 86 Fraud Hotline reports. Of these reports, 10 were assigned to be investigated by the Office of the City Auditor and 36 were presented to the Intake and Review Committee to be referred to City Departments for investigation and resolution. We also found that 40 reports were not in the purview of the Fraud Hotline and were closed. **Table 1** on the following page summarizes the types of reports received during Fiscal Year 2024.

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Table 1:**Reports Received in Fiscal Year 2024**

City Auditor Investigations	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Abuse	9	4	5	10
Fraud	2	1	1	0
Waste	0	0	1	0
Subtotal OCA Investigations	11	5	7	10
City Department Investigations				
Abuse	6	19	15	23
Accounting/Audit Irregularities	0	1	0	0
Customer Relations	0	0	0	1
Discrimination	1	0	0	2
Employee Relations	0	0	0	1
Fraud	4	6	3	2
Policy Issues	2	0	0	0
Safety and Sanitation	4	2	6	3
Substance Abuse	0	0	0	1
Theft of Goods/Services	1	0	0	0
Theft of Time	0	0	0	2
Waste	4	0	2	1
Subtotal Department Investigations	22	28	26	36
Total Reports Received in Purview of Fraud Hotline	33	33	33	46
Direct Referrals, Non-City Reports or Reports Not in Purview of Fraud Hotline	44	42	40	40
Total Reports Received in FY2024	77	75	73	86

Status of Hotline Reports

86 reports filed with the Fraud, Waste, and Abuse Hotline between April 1, 2024 and June 30, 2024

40 reports not in purview of OCA Fraud Hotline

46 new reports added to inventory in Q4 of FY2024:

10 reports assigned to be investigated by OCA

36 reports referred to City departments

In addition to the receipt of 46 new reports requiring investigation, 41 City-related reports remained open and unresolved at the end of the previous quarter, resulting in an active inventory of 87 reports during the fourth quarter of Fiscal Year 2024. **Table 2**, below, summarizes the Fraud Hotline activity for the fourth quarter of Fiscal Year 2024.

87 active reports in OCA inventory during Q4 of FY2024

52 reports remain open and unresolved

35 reports closed in Q4 of FY2024:

2 OCA reports closed based on corrective actions taken by City Management

7 OCA reports closed as unsubstantiated or resolved with no further action necessary

2 Department-investigated reports closed as substantiated

4 Department-investigated report closed based on corrective actions taken by City Management

20 Department-investigated reports closed as unsubstantiated or resolved with no further action necessary

Table 2:

Status of Fraud Hotline Reports

Report Status:	City Auditor Investigations	Referred to Dept.	Total City-Related	Not in Hotline’s Purview	Total
Unresolved on 4/1/24	11	30	41	0	41
Received in 4 th Quarter	10	36	46	40	86
Subtotal – Active Inventory	21	66	87	40	127
Reports Closed	-9	-26	-35	-40	-75
Substantiated	-0	-2	-2	-0	-2
Corrective Action	-2	-4	-6	-0	-6
Unsubstantiated/Other	-7	-20	-27	-40	-67
Unresolved on 6/30/24	12	40	52	0	52

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City Auditor Investigations Summary

Table 3 summarizes the status of the 21 active City Auditor Fraud Hotline investigations during the fourth quarter of Fiscal Year 2024, including the incident type, report number, date the report was received, a general description of the report, case status, and the final resolution date.

Table 3:

Status of City Auditor Hotline Investigations

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Abuse	184845579203	Received	1/27/24	Corrective Action	6/17/24
	An allegation of abuse of discretion related to outside employment by a City employee was investigated and determined to be unsubstantiated. However, the department took action to ensure compliance with City policy requiring disclosure of collateral employment.					
2	Abuse	947410032863	Received	3/20/24	Corrective Action	4/29/24
	An allegation of abuse of discretion regarding a City-administered group was investigated and closed based on the corrective actions taken by the group to ensure compliance with public records requirements.					
3	Abuse	521799992995	Received	7/10/23	Unsubstantiated	5/2/24
	An allegation of abuse of discretion regarding City funds was investigated and determined to be unsubstantiated.					
4	Fraud	798965002753	Received	1/31/24	Unsubstantiated	6/18/24
	An allegation of fraud related to City documentation and retaliation was investigated and determined to be unsubstantiated.					
5	Abuse	212268713939	Received	3/18/24	Unsubstantiated	6/5/24
	An allegation of abuse of discretion regarding City invoices was investigated and determined to be unsubstantiated.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Abuse	666176042742	Received	3/26/24	Unsubstantiated	5/1/24
An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.						
7	Abuse	174621892114	Received	5/7/24	Unsubstantiated	6/24/24
An allegation of abuse of discretion by a City employee was investigated and determined to be unsubstantiated.						
8	Abuse	423211955439	Received	12/31/23	No Further Action Necessary	6/14/24
An allegation of abuse of discretion in a City department was investigated and closed with no further action necessary since the San Diego Municipal Code exempts City properties from outdoor lighting regulations.						
9	Abuse	926161113841	Received	5/6/24	No Further Action Necessary	6/18/24
A request for an audit was reviewed to determine if an allegation of fraud, waste, or abuse was apparent. We determined that no allegation within the purview of the Fraud Hotline was included in the request, but the suggestion for an audit was added to the Fiscal Year 2025 list of proposed audits.						
10	Abuse	355963460201	Received	7/1/19	Open/Unresolved	
Allegation of Public Records Act abuse at a City department. Investigation suspended to avoid interference with pending litigation.						
11	Abuse	132174759491	Received	10/16/23	Open/Unresolved	
Allegation of abuse of City regulations.						
12	Waste	801143658499	Received	2/21/24	Open/Unresolved	
Allegation of waste in a City department.						
13	Abuse	528704199707	Received	3/19/24	Open/Unresolved	
Allegation of abuse of discretion in a City department.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
14	Abuse	677828773133	Received	4/4/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
15	Abuse	662761384130	Received	4/24/24	Open/Unresolved	
	Allegation of abuse of discretion regarding a City contract.					
16	Abuse	909628112410	Received	4/30/24	Open/Unresolved	
	Allegation of abuse of discretion and favoritism by management.					
17	Abuse	254062824529	Received	5/8/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
18	Abuse	759359968016	Received	5/10/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
19	Abuse	909689081483	Received	6/10/24	Open/Unresolved	
	Allegation of abuse of discretion in a City department.					
20	Abuse	979989983463	Received	6/21/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
21	Abuse	588474296986	Received	6/27/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					

City Department Investigations Summary

The City Auditor, through the Intake and Review Committee, reviews the final resolution of reports investigated by the departments to ensure that the department has taken the proper actions to resolve the report. A report whose allegations cannot be substantiated can still result in the department taking corrective, proactive, or preventative measures to reinforce a policy or procedure, improve internal controls, or to improve City operations.

Table 4 below summarizes the status of the 66 active Fraud Hotline investigations conducted by the departments during the fourth quarter of Fiscal Year 2024, including the incident type, a general description of the report, and the case status.

Table 4:

Status of Department-Investigated Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
	Allegation/Outcome					
1	Safety and Sanitation	534088757707	Received	1/8/24	Substantiated	6/6/24
	An allegation of unsafe driving in a City vehicle was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
2	Abuse	307169599658	Received	1/28/24	Substantiated	5/8/24
	An allegation of abuse of discretion by a City employee was investigated and determined to be substantiated. The department took appropriate corrective action with respect to the identified employee.					
3	Abuse	292963769190	Received	5/10/23	Corrective Action	5/22/24
	An allegation of overtime abuse by a City employee was investigated and determined to be unsubstantiated. However, the department took proactive action to improve communication and strengthen procedures.					
4	Abuse	839705465611	Received	3/9/24	Corrective Action	4/24/24
	An allegation of abuse of discretion by a City contractor was investigated and closed based on the corrective actions taken by the contractor to address the identified problems.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
5	Abuse	689009398651	Received	3/21/24	Corrective Action	4/24/24
An allegation of an unfair hiring process at a City department was investigated and determined to be unsubstantiated, however the department took corrective action to ensure that all hiring steps were completed.						
6	Abuse	504202221252	Received	4/10/24	Corrective Action	4/24/24
An allegation of private business activities on City property was investigated and closed based on the corrective action taken by the department.						
7	Fraud	684620272421	Received	2/22/23	Unsubstantiated	4/10/24
An allegation of fraud related to a customer issue with a City department was investigated and determined to be unsubstantiated.						
8	Abuse	769711341036	Received	5/22/23	Unsubstantiated	6/5/24
An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.						
9	Fraud	272626311814	Received	10/7/23	Unsubstantiated	6/6/24
An allegation of workers' compensation fraud, substance abuse, and threats by a City employee was investigated and determined to be unsubstantiated.						
10	Abuse	395975931765	Received	11/13/23	Unsubstantiated	5/15/24
Allegation of abuse of discretion by a City contractor was investigated and determined to be unsubstantiated.						
11	Abuse	415089865875	Received	12/19/23	Unsubstantiated	4/10/24
An allegation of abuse of time by a City employee was investigated and determined to be unsubstantiated.						
12	Abuse	903866679463	Received	1/15/24	Unsubstantiated	6/6/24
An allegation of abuse of discretion in a City department was investigated and determined to be unsubstantiated.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
13	Abuse	739277107424	Received	1/19/24	Unsubstantiated	6/6/24
An allegation of abuse of discretion regarding a water bill was investigated and determined to be unsubstantiated.						
14	Abuse	273566669676	Received	2/14/24	Unsubstantiated	4/10/24
An allegation of abuse of discretion at a City department was investigated and determined to be unsubstantiated.						
15	Safety and Sanitation	439840236703	Received	3/1/24	Unsubstantiated	5/23/24
An allegation of unsafe driving in a City vehicle was investigated and determined to be unsubstantiated.						
16	Abuse	983229620852	Received	3/17/24	Unsubstantiated	4/10/24
An allegation of abuse of leave time by a City employee was investigated and determined to be unsubstantiated.						
17	Waste	992337757651	Received	3/19/24	Unsubstantiated	4/24/24
An allegation of waste in a City department was investigated and determined to be unsubstantiated.						
18	Waste	405496084914	Received	3/19/24	Unsubstantiated	5/23/24
Allegation of waste in a City department was investigated and determined to be unsubstantiated.						
19	Safety and Sanitation	109540081769	Received	3/26/24	Unsubstantiated	5/8/24
An allegation of unsafe driving in a City vehicle was investigated and determined to be unsubstantiated.						
20	Abuse	770403159474	Received	4/3/24	Unsubstantiated	4/24/24
An allegation of abuse of time by a City employee was investigated and determined to be unsubstantiated.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
21	Abuse	101865562570	Received	4/15/24	Unsubstantiated	5/9/24
An allegation of abuse of discretion related to failure to collect transient occupancy taxes was investigated and determined to be unsubstantiated.						
22	Employee Relations	116149879191	Received	4/17/24	Unsubstantiated	5/8/24
An allegation of hostile employee relations by management in a City department was investigated and determined to be unsubstantiated.						
23	Abuse	196701413119	Received	4/17/24	Unsubstantiated	5/8/24
An allegation of time abuse was investigated and determined to be unsubstantiated.						
24	Abuse	326372406097	Received	4/18/24	Unsubstantiated	6/5/24
An allegation of abuse of discretion related to a sanitation issue in a City department was investigated and determined to be unsubstantiated. The department has made good faith, ongoing, and escalating efforts to address the sanitation issue.						
25	Abuse	152587735721	Received	4/5/24	No Further Action Necessary	5/7/24
An allegation of abuse of discretion lacked sufficient detail to permit an investigation. Per our procedures, questions were posted, but no response was received from the reporter within 30 days and the case was closed.						
26	Abuse	758621366966	Received	4/23/24	No Further Action Necessary	5/24/24
An allegation of abuse of discretion related to City services lacked details. No response to our request for additional information was received within 30 days. Per our procedures, the case was closed.						
27	Fraud	111612255554	Received	7/17/23	Open/Unresolved	
Allegation of workers' compensation fraud by a City employee.						
28	Fraud	409631192465	Received	8/16/23	Open/Unresolved	
Allegation of workers' compensation fraud by a City employee.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
29	Fraud	236536210956	Received	10/2/23	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
30	Abuse	543747035655	Received	11/21/23	Open/Unresolved	
	Allegation of timecard abuse.					
31	Abuse	103468552152	Received	12/11/23	Open/Unresolved	
	Allegation of misuse of a City vehicle.					
32	Safety and Sanitation	476507025730	Received	1/7/24	Open/Unresolved	
	Allegation of a security issue at a City department.					
33	Fraud	786099877837	Received	1/8/24	Open/Unresolved	
	Allegation of workers' compensation fraud.					
34	Abuse	554112967447	Received	2/16/24	Open/Unresolved	
	Allegation of conduct unbecoming by a City employee.					
35	Fraud	132569115536	Received	2/22/24	Open/Unresolved	
	Allegation of workers' compensation fraud by a City employee.					
36	Safety and Sanitation	821372599620	Received	3/6/24	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
37	Abuse	479765744773	Received	3/25/24	Open/Unresolved	
	Allegation of timecard abuse by a City employee.					
38	Abuse	605515381918	Received	3/27/24	Open/Unresolved	
	Allegation of abuse of time by a City employee.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
39	Safety and Sanitation	683397468437	Received	4/15/24	Open/Unresolved	
	Allegation of unsafe driving by a City employee.					
40	Fraud	851850568455	Received	4/17/24	Open/Unresolved	
	Allegation of identity theft related to a City water bill.					
41	Abuse	767823579336	Received	4/19/24	Open/Unresolved	
	Allegation of abuse of overtime by a City department's management.					
42	Abuse	116442875344	Received	5/2/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
43	Abuse	695721608191	Received	5/3/24	Open/Unresolved	
	Allegation of overtime abuse by City employees.					
44	Abuse	655853543918	Received	5/5/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
45	Abuse	698416772787	Received	5/8/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
46	Theft of Time	495666341491	Received	5/10/24	Open/Unresolved	
	Allegation of time abuse by a City employee.					
47	Abuse	859380969314	Received	5/30/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
48	Abuse	782332430770	Received	5/31/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
49	Theft of Time	170712571440	Received	6/6/24	Open/Unresolved	
	Allegation of a City employee falsifying timecards.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
50	Abuse	342206515630	Received	6/7/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
51	Abuse	860990282090	Received	6/7/24	Open/Unresolved	
	Allegation of abuse of discretion regarding a parking citation.					
52	Waste	473262158155	Received	6/10/24	Open/Unresolved	
	Allegation of waste at a City department.					
53	Fraud	337782860417	Received	6/10/24	Open/Unresolved	
	An allegation of fraud by a City contractor lacked sufficient details to investigate. Questions were posted for the reporter.					
54	Discrimination	586595526070	Received	6/16/24	Open/Unresolved	
	Allegation of discrimination in a City department.					
55	Abuse	731297446881	Received	6/17/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
56	Substance Abuse	355750587129	Received	6/19/24	Open/Unresolved	
	Allegation of substance abuse by a City employee.					
57	Abuse	338792296489	Received	6/24/24	Open/Unresolved	
	Allegation of abuse of leave time by a City employee.					
58	Abuse	144012190553	Received	6/24/24	Open/Unresolved	
	An allegation of abuse of time by a City employee lacked details. Additional information was requested from the Fraud Hotline reporter.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
59	Customer Relations	428287226450	Received	6/24/24	Open/Unresolved	
	Allegation of a customer service issue in a City department.					
60	Abuse	870469505586	Received	6/25/24	Open/Unresolved	
	Allegation of abuse of discretion by City managers.					
61	Abuse	455969815066	Received	6/25/24	Open/Unresolved	
	Allegation of overtime abuse by a City employee.					
62	Abuse	519433114561	Received	6/26/24	Open/Unresolved	
	Allegation of abuse of discretion by a City department.					
63	Safety and Sanitation	403633665628	Received	6/26/24	Open/Unresolved	
	Allegation of a sanitation issue.					
64	Safety and Sanitation	901878935993	Received	6/26/24	Open/Unresolved	
	Allegation of unsafe driving in a City vehicle.					
65	Abuse	878284613013	Received	6/27/24	Open/Unresolved	
	Allegation of abuse of discretion by a City employee.					
66	Discrimination	927196023118	Received	6/28/24	Open/Unresolved	
	Allegation of discrimination in a City department.					

Not in Purview Reports Summary

Table 5, below, summarizes the results of the 40 Fraud Hotline reports that were received during the fourth quarter of Fiscal Year 2024, or previously, but were determined to be not within the purview of the Fraud Hotline and were closed.

Table 5:

Status of Not in Purview Fraud Hotline Reports

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
1	Fraud	101849154942	Received	4/1/24	No Further Action Necessary	4/2/24
	An allegation of EBT fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
2	Miscellaneous	877252264251	Received	4/4/24	No Further Action Necessary	4/4/24
	A partial report was abandoned.					
3	Abuse	445093416143	Received	4/4/24	No Further Action Necessary	4/4/24
	Duplicate of 605515381918					
4	Fraud	782965587287	Received	4/5/24	No Further Action Necessary	4/8/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
5	Abuse	323818946971	Received	4/8/24	No Further Action Necessary	4/10/24
	Duplicate of 605515381918					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
6	Abuse	993540540927	Received	4/10/24	No Further Action Necessary	4/10/24
	A partial report was abandoned.					
7	Abuse	854989983780	Received	4/12/24	No Further Action Necessary	5/13/24
	Allegation of conduct unbecoming by a City employee lacked sufficient detail to permit an investigation. Per our procedures, questions were posted, but no response was received from the reporter within 30 days and the case was closed.					
8	Fraud	253086421020	Received	4/17/24	No Further Action Necessary	4/17/24
	A partial report was abandoned.					
9	Abuse	396169994683	Received	4/25/24	No Further Action Necessary	5/28/24
	An allegation of abuse of discretion related to an improper parking citation lacked details. No response to our request for additional information was received within 30 days. Per our procedures, the case was closed.					
10	Fraud	589647617150	Received	4/27/24	No Further Action Necessary	4/29/24
	An allegation regarding a non-City agency was reviewed and closed as not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency.					
11	Fraud	773878195418	Received	4/29/24	No Further Action Necessary	4/29/24
	An allegation regarding a private business was not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency.					
12	Policy Issues	399223579809	Received	5/2/24	No Further Action Necessary	5/30/24
	Duplicate of 693411906090					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
13	Fraud	413403040947	Received	5/2/24	No Further Action Necessary	6/10/24
An allegation of fraud by a City contractor lacked enough details to investigate. Questions were posted for the reporter. No response was received in over 30 days. Per our procedures, the report was closed.						
14	Fraud	321218809266	Received	5/3/24	No Further Action Necessary	5/6/24
An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.						
15	Fraud	132352330591	Received	5/7/24	No Further Action Necessary	5/8/24
An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.						
16	Fraud	782332909917	Received	5/9/24	No Further Action Necessary	5/9/24
An allegation regarding housing fraud was not in the purview of the City's Fraud Hotline. Per our procedures, the allegation was referred to the appropriate government agency for review and possible investigation.						
17	Abuse	691446673539	Received	5/20/24	No Further Action Necessary	5/21/24
An allegation regarding a non-City agency was reviewed and closed as not in the purview of the Fraud Hotline. The reporter was referred to the appropriate agency.						
18	Abuse	842479278021	Received	5/23/24	No Further Action Necessary	6/5/24
An allegation waste related to slow streetlight repairs was reviewed by the Fraud Hotline Intake and Review committee and determined to be outside the purview of the Fraud Hotline because the allegation did not constitute fraud, waste, or abuse. The reporter noted that they already submitted repair requests.						

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
19	Fraud	883430414652	Received	5/24/24	No Further Action Necessary	5/28/24
	An allegation of a phone scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
20	Fraud	922263328917	Received	5/30/24	No Further Action Necessary	6/3/24
	An allegation of fraud by a non-City entity was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the report was closed.					
21	Fraud	918924240282	Received	5/31/24	No Further Action Necessary	6/3/24
	An allegation of income tax fraud by a business was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the report was closed.					
22	Abuse	566321555967	Received	5/31/24	No Further Action Necessary	6/3/24
	An allegation of abuse of discretion by a non-City employee was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the report was closed.					
23	Fraud	155021911915	Received	6/4/24	No Further Action Necessary	6/5/24
	An allegation of private transaction fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the report was closed.					
24	Abuse	805286128628	Received	6/6/24	No Further Action Necessary	6/12/24
	Duplicate of 698416772787					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
25	Customer Relations	667292803249	Received	6/6/24	No Further Action Necessary	6/27/24
	An allegation of abuse of discretion regarding a customer was reviewed and closed with no further action necessary. The report was provided to the department for information only.					
26	Abuse	544751295886	Received	6/7/24	No Further Action Necessary	6/10/24
	Duplicate of 342206515630					
27	Fraud	744291880766	Received	6/13/24	No Further Action Necessary	6/27/24
	An allegation of prevailing wage abuse at a private business with no City contracts was not in the purview of the Fraud Hotline. The reporter was provided with an appropriate referral. Per our procedures, the case was closed.					
28	Miscellaneous	978954440951	Received	6/13/24	No Further Action Necessary	6/17/24
	A partial report was abandoned.					
29	Fraud	993941720284	Received	6/14/24	No Further Action Necessary	6/17/24
	An allegation of identity theft was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
30	Policy Issues	100341543495	Received	6/14/24	No Further Action Necessary	6/17/24
	Duplicate of 909689081483					
31	Fraud	437701480511	Received	6/16/24	No Further Action Necessary	6/17/24
	An allegation of an online scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					

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No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
Allegation/Outcome						
32	Fraud	148105976731	Received	6/21/24	No Further Action Necessary	6/21/24
	An allegation of a financial scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
33	Fraud	852493355984	Received	6/21/24	No Further Action Necessary	6/21/24
	An allegation of real estate fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
34	Miscellaneous	123995826748	Received	6/22/24	No Further Action Necessary	6/24/24
	A partial report was abandoned.					
35	Fraud	962752383593	Received	6/23/24	No Further Action Necessary	6/24/24
	An allegation of a housing assistance fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
36	Fraud	205300022823	Received	6/25/24	No Further Action Necessary	6/26/24
	An allegation of a financial scam was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					
37	Fraud	449095868058	Received	6/25/24	No Further Action Necessary	6/26/24
	An allegation of tax fraud was reviewed and determined to be outside the purview of the City's Fraud Hotline. The reporter was notified of the appropriate reporting agency and the case was closed.					

No.	Incident Type	Report #	Received	Date	Status/Outcome	Date
38	Miscellaneous	489306821756	Received	6/27/24	No Further Action Necessary	6/27/24
	A partial report was abandoned.					
39	Miscellaneous	996213771704	Received	6/27/24	No Further Action Necessary	6/27/24
	A partial report was abandoned.					
40	Miscellaneous	227890135188	Received	6/28/24	No Further Action Necessary	6/28/24
	A request for information was not in the purview of the City's Fraud Hotline. The reporter was provided with the requested information. Per our procedures, the report was closed with no further action necessary.					

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Conclusion

The Office of the City Auditor is dedicated to ensuring that all reported claims of fraud, waste, and abuse related to City operations are investigated and properly resolved.

In Fiscal Year 2024, we applied approximately 3,195 hours administering the Fraud Hotline, coordinating Intake and Review Committee activities, and investigating Fraud Hotline reports. Due to the actual caseload and associated work in FY2024, we slightly exceeded the estimated budget of 2,960 hours for the year by 278 hours. However, it is important to note that deviations from hours budgeted for Fraud Hotline activities are expected and actual hours are contingent on the number and complexity of complaints received through the Fraud Hotline in a given year.

I will be prepared to discuss this report at the next available Audit Committee meeting.

Respectfully submitted,



Andy Hanau
City Auditor

cc: Honorable Mayor Todd Gloria
 Honorable Members of the City Council
 Honorable Mara Elliott, City Attorney
 Eric Dargan, Chief Operating Officer
 Charles Modica, Independent Budget Analyst
